FORM A
PERFORMANCE TARGETS

TANZA WATER DISTRICT

MFO's AND PERFORMANCE INDICATORS (1)		FY 2013 ACTUAL ACCOMPLISHMENT (2)	FY 2014 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2014 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
A. Water Facility Service Management							
2014 Budget							
PI 1 (Quantity) access to potable water	Percentage of barangay with access to potable water against the total number of barangays within the coverage of the LWD	54% barangays within the coverage of TWD with access to potable water	61% barangays covered with access to potable water	Engineering Division	56% barangays covered with access to potable water	91.80%	
PI 2 (Quality) reliability of service	Percentage of household connections receiving 24/7 supply of water	100% of household connections receiving 24/7 supply of water	100% of household connections receiving 24/7 supply of water	Operations Division	100% of household connections receiving 24/7 supply of water	100%	
PI 3 (Timeliness) Adequacy	Source capacity of LWD to meet demands for 24/7 supply of water	2.04 lpcd	2.43 lpcd	Operations Division	2.46 lpcd	101%	
B. Water Distribution Service Management							
2014 Budget							
PI 1 (Quantity) NRW	Percentage of unbilled water to water production	13% unbilled water production	17%	Operations Division	17.84% unbilled water production	95.05%	
PI 2(Quality) potability	Average deviation from PNSDW (chlorine residual requirements) from January 1 to December 31.	0.3ppm chlorine residual	0.3ppm chlorine residual	Operations Division	0.3ppm chlorine residual	100%	
PI 3 (Timeliness) adequacy/reliability of service	Average response time to restore service when there are interruptions based on the Citizen's Charter of LWD proposed for approval by CSC	within 1hour upon instruction	within 30 minutes upon instruction	Operations Division	within 30 minutes upon instruction	100%	

MFO's AND PERFORMANCE INDICATORS (1)		FY 2013 ACTUAL ACCOMPLISHMENT (2)	FY 2014 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2014 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
Support to Operation (STO)							
2013 Budget							
PI 1	Staff Productivity Index The Staff Productivity Index of one(1) position for every one hundred(100) service connections for Category D, and one hundred twenty(120) service connections for Categories A to C, shall be strictly observed in the determination of the total positions in an LWD	1:219 Staff Productivity Index	1:150 Staff Productivity Index	Admin/ General Services Division	1:235 Staff Productivity Index	156%	
PI 2 affordability	Reasonableness/Affordability of water rates to consumers with access connections. Water rate for the 1st 10 cu.m must not exceed 5% of the average income of LIG.	< 5% of LIG minimum charge = 180.00 (0-10 cum)	< 5% of LIG minimum charge = 180.00 (0-10 cum)	Admin/ General Services, Finance, Engineering, Operations and Commercial	< 5% of LIG minimum charge = 180.00 (0-10 cum)	160%	as approved water rates by LWUA
PI 3	Customer Satisfaction Percentage of Customer Complaints acted upon against received complaints	4489 customer complaints acted upon	4000 customer complaints acted upon	Commercial, Engineering / Operations	4549 customer complaints acted upon	113%	

MFO's AND PERFORMANCE INDICATORS (1)		FY 2013 ACTUAL ACCOMPLISHMENT (2)	FY 2014 TARGET (3)	RESPONSIBLE OFFICE/UNIT (4)	FY 2014 ACTUAL ACCOMPLISHMENT (5)	ACCOMPLISHMENT RATE (6)	REMARKS (7)
General Administration and Support Services (GASS)							
2013 Budget							
PI 1							
PI 2	Financial Viability & sustainability of LWD operations (collection Ratio, Operating Ratio, Current Ratio)	95.37% Collection Ratio 75% Operating Ratio 12:1 Current Ratio	90% Collection Ratio 75% Operating Ratio 20:1 Current Ratio	Finance Division	96.11 Collection Ratio 74.93 Operating Ratio 21.89:1 Current Ratio	106.78% 93.11% 109.45%	
	a. Compliance with COA reporting requirements in accordance with content and period of submission Submission of five financial reports: Balance Sheet, statement of Income and Expense, Statement of Cash Flows, Statement of Government Equity, Notes to Financial Statement, Report on Ageing of Cash Advance	100% financial reports submitted (Balance Sheet, Statement of Income & Expenses, Statement of Cash Flows, Statement of Government Equity, Notes to Financial Statement, Report on Ageing of Cash Advance)	100% financial reports submitted (Balance Sheet, Statement of Income & Expenses, Statement of Cash Flows, Statement of Government Equity, Notes to Financial Statement, Report on Ageing of Cash Advance)	Finance Division	100% financial reports submitted (Balance Sheet, Statement of Income & Expenses, Statement of Cash Flows, Statement of Government Equity, Notes to Financial Statement, Report on Ageing of Cash Advance)	100%	
	b. Compliance with LWUA reporting requirements in accordance to content and period of submission Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Microbiological/Physical/ Chemical/Chlorine Residual Report, Approved WD budget	100% LWUA reporting requirements submitted Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Approved WD budget Microbiological / Physical / Chemical / Chlorine Residual Report Annual Procurement Plan (APP)	100% LWUA reporting requirements submitted Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Approved WD budget Microbiological / Physical / Chemical / Chlorine Residual Annual Procurement Plan (APP)	Finance Division Operations Division Admin / General Services Division	100% LWUA reporting requirements submitted Monthly Data Sheet, Balance Sheet, Income Statement, Cash Flow Statement, Approved WD budget Microbiological / Physical / Chemical / Chlorine Residual Report Annual Procurement Plan (APP)	100%	

Prepared by:

KAREN P. MAESTRADO
Division Manager C - Admin/General Services

January 26, 2015
date

Approved by:

Engr. MYRNA P. BOBADILLA
General Manager

January 26, 2015
date